Slide 1

MyGovID (and
Public Services Card (PSC))

An Roinn Gnóthaí Fostaíochta
agus Coimirce Sóisialaí
Department of Employment Affairs
and Social Protection

Slide 2

Agenda

- **DEASP**
  - Background information
  - The case for change

- **ID Management in Irish Public**
  - SAFE - Public Service Identity
  - MyGovId - Public Service Identity
  - MyGovID – The MyGovId journey

DEASP MISSION STATEMENT

"*To promote active participation and inclusion in society through the provision of income supports, employment services and other services.*"

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Slide 3

DEASP – THE SCALE OF OUR BUSINESS

Income Support
- €20 billion of State funds
- 37% of Government Spend
- 70 (+) schemes and services
- 80 ml+ scheme payments
- Over 2 ml beneficiaries
- 1.4 million weekly recipients
- 620k Child Benefit recipients

Organization
- Almost 7k Staff
- Headquarters in Dublin, Letterkenny, Buncrana, Sligo, Longford, Carrick-On-Shannon, Roscommon, Dundalk & Waterford
- 11 regional divisions
- 122 Intreo Centres and Branch Offices

Customer Services
- 1.8m scheme applications
- 7.3 million phone calls
- 950,000 control reviews
- 250,000 activation interviews
- 600,000 Public Services Cards (3.2m to date)
- Live Register:
  - 209,000 Aug 2018 (CSO)
  - 450,000 Aug 2011

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Slide 4

DEASP – THE CASE FOR CHANGE
Previous Online Services | Clear potential for customers to engage digitally

Legacy Online services low grade general Enquiries
- 19,000 integrated Online claims (eForms)
- 90,000 'lite' online requests (internal email to officer)
- **At the same time potential….**
- 7.8m website visits (2015)
- 500,000 online calculator and office locators
- 360,000 customer emails (annually)
- 1.5m SMS acknowledgements/appointments issued
- Customer survey identified services suitable for online

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Slide 5

Elements of ID Management in Irish Public Service

- **P**ublic **S**ervice **I**dentity (PSI) Dataset
- **S**tandard **A**uthentication **F**ramework Environment (SAFE)
- **P**ublic **S**ervices **C**ard (PSC)
- And now …. MyGovID

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Slide 6

Public Service Identity (PSI) Dataset

- **Personal Public Services Number (PPSN)**
- **Surname**
- **Forename**
- **Date of Birth**
- **Place of Birth**
- **Sex**
- **Address**
- **Nationality**
- **Photograph**
- **Signature**
- **Former Surnames (if any)**
- **Former Surnames of Mother (if any)**
- **Date of Death (if applicable)**
- **Other Info Prescribed by Minister (not used to date)**

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SAFE | Public Service Identity Registration (Interview)

- **S**tandard **A**uthentication **F**ramework **E**nvironment
- Based primarily on a **face-to-face** identity registration
  - capture of photograph and signature
  - verification of identity data already held by the Department through documentary and database checks
  - facial image matching
  - expanded to capture and verify mobile phone number
- Issue *Public Services Card* incorporating the captured photograph and signature (the Token)

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Standard Authentication Framework Environment (SAFE)

- Rules based standards for establishing and authenticating identity

- Varying levels of assurance of an identity
  - **SAFE Level 0 = No assurance**
  - SAFE Level 1 = Balance of probabilities
  - **SAFE Level 2 provides a substantial assurance**
  - SAFE Level 3 = Beyond Reasonable Doubt

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DATA ON THE PUBLIC SERVICES CARD

- Name
- PPS number
- Photograph
- Signature
- Card issue number
- Expiry date

- Date of birth*
- Sex*
- Mothers birth surname*
- Place of birth*
- Birth surname*
- Nationality*

Córta Seirbhísí Poiblí
Public Services Card
Éire | Ireland

Williams-Fitzpatrick
Seosaimhín Eilionór

01-01-2021

*encoded on chip

The above data is part of the **Public Service Identity (PSI)** dataset

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MyGov id

What is it?

A new more secure way to prove who you are online

It is designed to provide safer, simpler and faster access to multiple government services

It stops someone else pretending to be you, and helps prevent identity theft

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MyGovID Requirements to Create an Account

- Choose an email address as an Account Username

- Choose your own password

- Register and verify your mobile phone as part of SAFE registration (or later)

- Login is with Username, Password and One-Time-PIN to verified mobile phone

www.mygovid.ie

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• Secure Single Login

Create your Basic Account
Fill in your details below to get a Basic Account

FORENAME
e.g Mary

SURNAME
e.g Murphy

EMAIL ADDRESS
Your email address

PASSWORD
Your password

CONFIRM PASSWORD
Enter your password again

REGISTER NOW   I have a Basic Account

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Slide 1

•Modern UX

Your single login for government services in Ireland

What I can do with MyGovID?

Verified accounts

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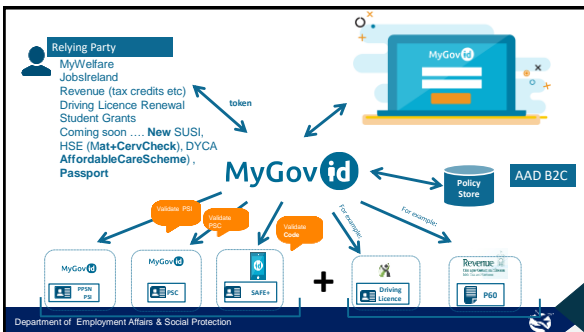**Let MyGovID take care of your users**
MyGovID provides safe and secure access for your users allowing you to focus on delivering your online services.

Explore MyGovID's partner programme resources

Dashboard | Documentation
Brand Guidelines | Announcements

Follow @MyGovID on Twitter

Ireland's eGovernment strategy

Slide 3

Relying Party
MyWelfare
JobsIreland
Revenue (tax credits etc)
Driving Licence Renewal
Student Grants
Coming soon …. **New** SUSI,
HSE (M**at+CervCheck**), DYCA
AffordableCareScheme) ,
Passport

token

MyGov id

Policy Store

AAD B2C

Validate PSI | Validate PSC | Validate Code | For example | For example

MyGov id — PPSN PSI | MyGov id — PSC | SAFE+ | + | Driving Licence | Revenue — P60

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Slide 4

Digital Platforms | New online services for Citizens and Businesses

Online Identity Service | Portal for Citizens | Portal for Businesses

MyGov id | MyWelfare | Welfare Partners

Welcome to Welfare Partners

Slide 5

SAFE | Public Services Card & MyGovID – SUMMARY

Public Service Card

- Smartcard: highly secure design
- Government standard token for flash pass ID authentication
- Save time re-verifying an individual's identity
- Circa 3.2 million PSC issued
- Circa 1 million being used for Free Travel

MyGovID

- Trust Framework – available to all public bodies
- 760k Registrations
- 190K Verified accounts
- 3.5ml Logins (1.2ml current year)
-)

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Slide 6

BUILDING A TRUST FRAMEWORK

Citizen

- One identity to access all eGovernment services
- Citizen identity information in one central location
- Contact details (e.g. email, phone) to interact with Government

Central Government

- Secure and robust platform
- Enables digital services for citizens across public service.
- Public Service ICT Strategy (2015)

Individual Departments

- IAM service in place
- Can combine proofing methods
- Reduce risk of fraud
- Customers can complete business processes across multiple Government entities

THE MYGOVID JOURNEY

Online Identity Solution | Exploration

Online Identity Solution | Delivery

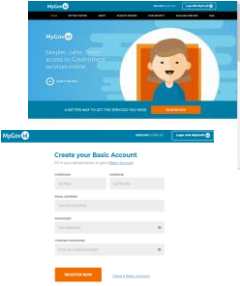---

Online Identity Solution | Exploration

- Technical proof of concept September 2014
- Presentation by Microsoft specialist December 2014 on the Azure Active Directory B2C service offering
- Completed assessment by our Deloitte partners
- Initial feature set presented by Microsoft aligned very closely with the Departments needs
- Potential cost per user is tailored to high volume cloud citizen services
- AAD B2C product in private preview
- General Availability planned for mid 2015
- Compliance with world class industry standards verified by third parties
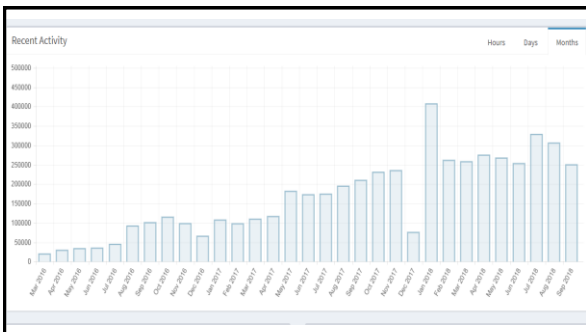- Support offered from the product team developing the solution!

Online Identity Solution | Delivery

- December 2014
  - User Stories and Solution Architecture
  - Hybrid Architecture with PSI data on-premise
- July 2015
  - Release 1 of MyGovID and MyWelfare
  - Basic (anonymous) accounts
  - Appointments and notification services
- January 2016
  - Release 2 of MyGovID and MyWelfare
  - Verified accounts & high value online services
- February 2017 – Revenue MyAccount

Thank You

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www.mygovid.ie

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